REGD SDS/ E-MAIL

Tele No : _____
Fax – _____

Regional Centre ECHS
HQ Eastern Command
_____, Kolkata - 27

202771/CPGRAMS/Med

11 Oct 2022

Anirban Chakraborty
s/o Nk Gopal Chakraborty (Retired) (Army)
2 No. Motilal Colony, PO-Rajbari Colony
Kolkata, West Bengal-700081
(Email- _____)

CPGRAMS GRIEVANCE REGISTRATION NO : MODEF/E/2022/04594

1. Refer your CPGRAMS Grievance No MODEF/E/2022/04594 dated 04 Sep 2022.

2. Your complaint has been examined by this office and the matter has been discussed with Stn Cell ECHS Kolkata, ECHS Polyclinic Salt Lake and Command Hospital, Eastern Command. Parawise comments sought are enumerated as below:-

(a) **Paragraph 1 : Action Against Polyclinic Staff**. The staff at Polyclinic are not cutting the medicine strip. It is done at Command Hospital, Eastern Command who issues the medicines. It is done to avoid pilferage and reuse. An advisory in this regard has been assured by Station Cell Kolkata to concerned staff at Command Hospital, Eastern Command and to Polyclinic Salt Lake.

(b) **Paragraph 2 : Deficiency in Service**. No comments.

(c) **Paragraph 3 : Directions to Check Cut Strips**. Necessary advisory has been issued to Command Hospital and all Polyclinics for caution against issue and receipt of cut strips and exposure of the medicine to environment. However, this issued cannot be 100% ensured due to involvement of the multiple human agencies enroute during the bulk movement of medicines. The patient is advised to check each medicine at time of issue and ensure the same is given as per his satisfaction.

(d) **Paragraph 4 : Sanitization of Hands by Dispensary Staff**. As a protocol the dispensary staff periodically sanitise their hands while working in the Polyclinic. It may not be feasible for the staff to sanitize their hands for every issue of medicines to each ESM and show the ESM their sanitization. Moreover, adherence to COVID Protocols is strictly done by the Polyclinic as per existing guidelines. Again, the patient is free to seek sanitization of hands by staff during issue of medicines to him if desired and same will be complied with by the staff at the polyclinic. Necessary directions on his aspect has been passed.

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(e) **Paragraph 5 : Issue of Loose Medicines**. The medicines distribution is done as per availability and issue protocols promulgated by the service hospital. The patient is free to refuse medicine if felt inappropriate. However the issue of medicine will be restricted to the medicines available in the pharmacy in the form issued by the service hospital or local dealer.

(f) **Paragraph 6 : Issue of Sealed Bottle of ... Tablet ...**. The medicine distribution is done as per availability and instructions by Service Hospitals. The issue of medicine shall conform to the quantity of tablets directed by Polyclinic Physician and availability at the Polyclinic. If the patient seriously feels the he requires a sealed bottle same can be implemented if necessary policy directions are issued and adequate budgetary support are made available.

3. In view of the above, your grievance pertaining to this office may be treated as addressed and closed.

(PR Mohanty)
Colonel
Director

Copy to:-

Dir (Complaints)
Central Org ECHS

Jt Dir (Complaints & Litigation)
Central Org ECHS

Station Cell (ECHS) Kolkata

ECHS Polyclinic Salt Lake

for info pl.

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